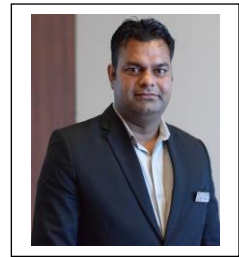


Surinder Kumar

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Professional Summary

A committed proactive and focused individual with extensive expertise in the International hospitality industry for the last 15 years. Pre-opening experience with detailed exposure with various international and regional hospitality chains. Exceptional leadership skills with a high degree of achievement driven targets. Proven interpersonal skills with the ability to create an excellent rapport with multicultural nationalities.

Hospitality Experience

- Presently working with **Radisson Blu & Parklnn Yas Island Abu Dhabi, United Arab Emirates (601 Rooms)** as **Cluster Executive Housekeeper** from August 2017 to till date.
- Worked with **Novotel Ibis & Adagio Fujairah, United Arab Emirates (434 Rooms)** as **Complex Assistant Executive Housekeeper (Pre-Opening)** from November 2013 to July 2017.
- Worked with **Radisson Blu Resorts & Spa Alibaug Mumbai, India** as **Assistant Executive Housekeeper** from July 2012 to September 2013.
- Worked with **Peppermint West Gurgaon, India** as **Housekeeping Manager (Pre-Opening)** from October 2011 to July 2012.
- Worked with **The Aman New Delhi, India** as **Housekeeping Executive (Pre-Opening)** from May 2009 to May 2011.
- Worked with **Grand Hyatt New Delhi, India** as **Assistant Manager Housekeeping (Pre- Opening)** from August 2008 to May 2009.
- Worked with **The Bristol Gurgaon, India** as **Housekeeping Supervisor** from August 2005 to May 2008

Housekeeping Synopsis

- **Administration of Guest Satisfaction.**
 - Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered.
 - Develop systems and procedures that achieve higher cost efficiency and GSS. Ensure through regular monitoring of GSS and constant guest feedback, prompt, efficient and accurate service to all guests.
 - To aim and target score of +90% at every quarter of departmental QPR performance & annual associate opinion Survey.

- **Housekeeping Administration.**

- Ensuring overall Unit Rooms and Public Area cleanliness by effective management by the department.
- Establish and strictly adhere to the par stocks for all operating equipment's, supplies, and inventory items.
- Solely responsible for Linen, Upholstery, and uniform administration alongside handling core Operations in close liaison with General Manager.
- Comprehend budgets, operating statements and payroll progress reports as needed to assist in the financial management of department and Execute Monthly P&L Ex. Com presentation.
- Exercise Smooth working on Micros, Opera, FMC, EDOC, Oasys & Guest Delight Bank.
- Scheduling the periodic cleaning of façade & administering complete Pest control Management for rooms & public areas.
- Managing the Landscaping & irrigation for Indoor & Outdoor Plants
- Source & impart various chemical & detergents for Cleaning, spotting technique on carpet and upholstery to Housekeeping associate and regulate.
- Managing the lost & found & return Hound.
- Multi-Tasking training of housekeeping associates in close liaisons with adhering to safety standard & regulation.

Educational Certification

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|--|------------------|
| <ul style="list-style-type: none">• BSC in Hotel Management Shobhit University Meerut, India | 2014, Meerut |
| <ul style="list-style-type: none">• Diploma in Hotel Management Institute of Hotel Management Catering & nutrition Haryana, India | 2005, Panipat |
| <ul style="list-style-type: none">• Industrial Training Hotel Mount View & Shivalik View Chandigarh, India | 2003, Chandigarh |

Achievement and Honors

- Officiated as pre-opening team member in 04 different international Hospitality brands (**Accor Hotels, Aman Resorts, and Grand Hyatt**). Greatly improved operations by delivering first-time, standardized procedural framework. Introduced bench marking productivity measures, and mystery shopping (SPA) and guest satisfaction measurements (GSS) tendering, review, implementation, reporting & training.

- **“Yes I Can” & Department Trainer**
Radisson Blu Resorts & Spa Alibaug Mumbai, India
Radisson Blu & Park inn Yas Island Abu Dhabi, United Arab Emirates
Departmental Trainer.
March – 2013 & August 2017
 - **Leadership**
Novotel Ibis Adagio Fujairah, United Arab Emirates
Accor Hotels / March - 2015
 - **HACCP Basic Level & HACCP Internal Audit**
RMK the Experts.
Novotel Ibis Adagio Fujairah, United Arab Emirates
Accor Hotels / April – 2015
 - **ISO 9001 & 14001 Audit**
Novotel Ibis Adagio Fujairah, United Arab Emirates
Accor Hotels / July – 2014, July – 2015,
 - **Supervisory Excellence**
The Aman New Delhi, India
Departmental Trainer
May - 2010
 - **Train the Trainer.**
The Grand Hyatt New Delhi, India
Guest Satisfaction Programme
November - 2008
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Date.....

(Surinder Kumar)